

MEMORANDUM FOR: Deputy Director (Support)

SUBJECT: Survey of Travel Functions of Central Processing  
Branch, Office of Personnel

REFERENCE: Request (Form 241) to Director of Logistics from  
Executive Assistant to the DD(S), dated 19  
September 1957

1. In accordance with referenced request, the "Survey of Travel Functions of Central Processing Branch, Office of Personnel" has been reviewed.

2. It has been determined by this Office that all information pertinent to the problem has not been presented in the survey. The following points are determined appropriate for further consideration:

a. The original purpose of the Central Processing Branch was to provide a central location where Agency personnel and their dependents would receive complete information and assistance in order to facilitate their travel. The Branch was to be staffed with personnel who would be qualified to handle all aspects of a central processing service in a prompt manner and without lengthy recourse to other offices.

b. The survey does not present the specific duties of personnel who will perform the combined travel-personnel services within CPB. It does not reflect the added workload which will be transmitted to Transportation Division, OL as a result of staffing CPB with personnel possessing limited transportation knowledge. At present, Transportation Division, OL receives numerous inquiries each day from CPB, as well as other Agency activities, for travel guidance. The use of personnel as described in paragraph 4.a. of the survey, could be expected to result in substantial increase in these inquiries, which in reality would place the Transportation Division, OL in the position of fulfilling functions of the CPB.

c. By means of general statements, it has been indicated in the survey that the present jobs are "largely clerical in nature" and "do not involve genuine transportation work". The processing of travelers should not be confined to mere clerical work relating to itinerary and reservations but should provide a dependable guidance and assistance service for all problems concerning the traveler. Individuals preparing for travel normally have questions

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of vital personal importance to the individuals and their immediate families. The questions involve not only itineraries for the individuals and their dependents, but also details concerning the proper preparation, storage, handling, and routing of accompanied and unaccompanied baggage, household goods, personal effects, and automobiles. Correct answers to these questions are vital to morale at this time and preclude unnecessary expense, inconvenience and frustration for the prospective traveler. The rules, regulations, and procedures under which travel is performed by this Agency are complex. Therefore, CPB personnel must have a thorough working knowledge of [REDACTED] as well as Agency regulatory material, to provide dependable guidance to the traveler. The experience of this Office dictates that travel processing is a highly specialized field. In order for the CPB to render prompt service, only fully trained and technically qualified transportation personnel can perform this work effectively. Personnel can be considered technically qualified only after acquiring a comprehensive background through actual experience in various branches of the transportation field. It would be impossible for the Office of Logistics to inculcate OP personnel with this working knowledge in a short period of time. The efficient processing of personnel for official travel is specialized and technical to the extent that the generalized approach of the proposed reorganization is not appropriate for adoption.

d. A decrease of one CPB slot is proposed in the survey. This is considered to be a commendable objective. However, it must be pointed out that the primary objective of a central processing service is to minimize the processing time of travelers to the irreducible minimum. The reduction of one slot may provide a savings within OP, but could also result in an overall loss to the Agency through a sacrifice in service and increased processing time for each traveler.

e. Transportation Division, OL has nominated, whenever requested, fully qualified personnel to staff these positions. However, all actions effecting personnel with SL career designators have not been coordinated with Transportation Division, OL. This in turn, has contributed to the situation as it presently exists.

f. Under provisions of the recommendations contained in the survey, the D/OL would be charged with a responsibility over which he will have no control from the standpoint of authority. Consistent with his responsibility for providing travel guidance, the D/OL should be afforded the means for proper administration of travel services within CPB on a continuing basis. Proper administration can only be accomplished by preserving the integrity of Travel Section functions in the same manner as those of the Finance Section within CPB. Periodic audits, as proposed in the survey, would not provide


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the mechanism necessary to fulfill this responsibility. In addition, such an audit procedure would not favor any harmonious relationship between Offices concerned.

3. In view of the points outlined above, this Office feels that Agency policy and practice of looking to respective Career Services to provide qualified technical personnel and to provide for career planning of individuals is the most effective approach to the problem. Continuity of efficient operation of the CPB can be achieved only by staffing CPB travel positions with individuals who have a background of transportation experience. The travel processing of personnel is a basic Transportation function. Career designators of individuals assigned to this function should be SL. To do otherwise would negate the means for accomplishing career progression through all branches of the transportation field within the Office of Logistics career service. This Office does not feel that evidence of increased efficiency or an actual saving to the Agency has been presented or that there are extenuating circumstances which would justify a deviation from established Agency career policy in this case.

4. In summary, this Office feels that the policy establishing CPB, its organizational alignment, staffing pattern and assignment of career designation is as valid at this date as upon its establishment in 1953. No conclusive evidence has been presented to indicate that any deviation from the foregoing would result in increased efficiency or savings.

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